State IT Offers Significant Rate Reductions

The Budget and Control Board's Division of State Information Technology is giving its customers lower rates and more streamlined choices in two of its most widely use areas. The reductions will save state and local agencies an estimated $290,000 annually.

The rate reductions for e-mail service and support for desktop computers will be effective January 1, 2009 and mark the third rate cuts made by State IT in the last year. They are a result of continued efforts to streamline and improve the division. Service levels for desktop support have also been streamlined and provide customer agencies flexibility in determining the level of support they need.

Standard Desktop Support provides customers full setup for employee computers, regular software updates plus protection against viruses and other attacks. Under this plan, agencies would pay a standard hourly rate should a technician be needed to fix a special problem on-site.

Premium Desktop Support includes an unlimited amount of technician support.

State IT Service	Unit	Current Rate	Percent Reduction	New Rate	Estimated Annual Customer Savings
Exchange Email	Per user, per month	$9.00	19.44%	$7.25	**$135,303**

State IT Service	Unit	Current Rate	Percent Reduction	New Rate	Estimated Annual Customer Savings
Standard Desktop Support (Formerly Infrastructure Desktop Support)	Per device, per month	$77.27	10.60%	$69.08	**$56,019**
LAN Technician Support (Standard Desktop Support Customers)	Per hour	$54.00	NA	$54.00	–
Premium Desktop Support (Formerly PC Lifecycle Mgmt. Support)	Per device, per month	$92.00	14%	$79.00	**$102,960**

As part of our ongoing effort to improve, we will continue to explore ways to deliver the services you require at the lowest possible cost. Should you have any questions or concerns regarding this matter, or would like additional information, please do not hesitate to contact State IT via e-mail or call (803) 896-0001 (Option 1, then Option 3).

On behalf of the entire Division, we would like to thank you for the opportunity to serve your information technology needs.